Emergency Medical Services

Contact Information:
Please visit www.va.gov/directory to find the nearest VA HCF.

When VA is notified about emergency care for a Veteran they will request the following information (at a minimum):
- Patient name, ID, demographics
- Hospital ID, name, address
- Hospital point of contact
- Provider name and NPI
- Patient chief complaint
- Clinical presentation of patient
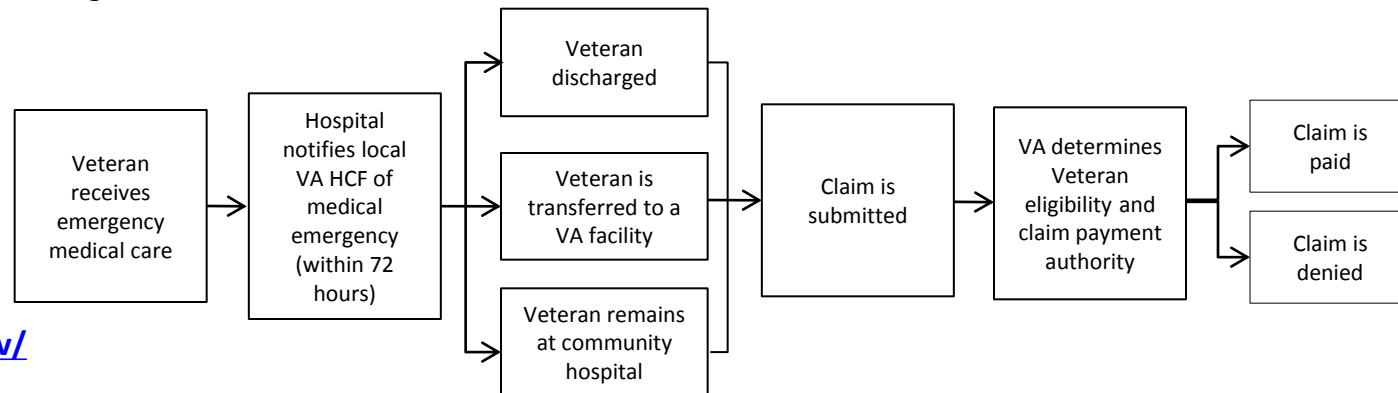- Stabilization for transfer
- Care coordination information

Medical services that are necessary on an emergency basis should be reported *as soon as possible* (within **72 hours**) of treating the Veteran. Please submit notification of emergent medical care to the nearest VA Healthcare Facility (VA HCF) by phone or fax. The information provided will enable VA to determine Veteran eligibility and the appropriate payment authority. Veterans are reminded that they should go to the nearest emergency room if they are experiencing an injury or illness that threatens their life or health and requires immediate treatment.

Once VA has received all relevant documentation, they will determine what charges are eligible to be paid based on the individual Veteran's specific circumstances and eligibility. Claims for emergency services are reviewed and verified by the VA prior to payment. Please notify your local VA HCF regarding the need for emergency medical services. The claims and the emergency department report should contain sufficient information to enable the VA review to:
- ✓ Properly identify the Veteran
- ✓ Confirm the need for the emergency treatment
- ✓ Determine the condition treated and medical necessity of the treatment rendered
- ✓ Determine whether the Veteran could have been discharged, transferred to the local VA HCF, or needed to remain at the community hospital

Visit the website, www.nonvacare.va.gov, to view information on the various Purchased Care Programs as well as information on how to file claims with VA.

Claims Process for Emergency Care:

http://www.nonvacare.va.gov/